



## **JOB DESCRIPTION**

**Position:** Children's Support Program Staff

**Hours:** 1 FT, 1 Casual weekends

**Length:** 1 FT (35 hours weekly),

**Wage:** \$18 hourly-\$19 hourly

**Reports To:** Centre Manager

**Updated:** Jan 2022

**Review:** Jan 2023

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## **GENERAL DESCRIPTION**

Children accessing shelter with their caregivers are not merely accompany their caregivers into homelessness, they are experiencing it themselves. Too often, children are not provided meaningful, support opportunities to process shelter life and the disruption/impact it has on their overall physical and emotional well-being. A largely volunteer-supported program, the Children's Support Program has limited staff, who work within the family shelter program to create a welcoming, safe and positive environment where children aged 2-15 have access to fun, make friends and develop life skills, and have a supported space for more hours of the day than not. FT program staff during the week plan and implement snacks, activities, volunteer scheduling, and provide oversight to the family recreation room throughout the week, with the support of PT and casual Children's Support Program staff on weekends. Overall the theme and goals of the Children's Support Program are based upon the idea that "Kids Deserve Play". Child-minding components, under Canadian Women's Foundation granting, is available as a separate position.

## **MINIMUM QUALIFICATIONS**

- In recognition of the often high-risk and medically vulnerable clients the agency serves, proof of COVID-19 vaccination status or approved medical or religious exception on file is required
- Two-year diploma in Early Childhood Education from an approved Ontario College of Applied Arts and Technology (OCAAT) or the equivalent.
- Current Triple P Parenting Certification an asset
- Ability to meet competing demands (volunteers, children, caregivers, staff)
- Experience working with children from diverse backgrounds
- Excellent verbal and written communication skills
- Prior supervisory work or training is an asset
- Must have dependable vehicle, valid Ontario drivers license, and proof of insurance
- Successful completion of a criminal background check
- Experience in scheduling, activity planning, and data tracking is an asset to the FT position



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The following duties outlines the requirements of the Children's Support Program positions; all bullet point items noted are used in instances of performance evaluation.

### **HUMAN RESOURCES**

- Understand and adhere to contents of the Human Resource and Employee Orientation Manuals
- Participate in all scheduled staff/team meetings and any scheduled training programs
- Under the direction of the Centre Manager, design, implement and evaluate children's activities that are engaging, safe, fun, and provide opportunities for meaningful engagement and learning.
- Provide volunteers debriefing supports as needed and connection with outside assistance programs as needed.

### **STUDENT PLACEMENT PROGRAM**

- Provides daily task management to any assigned student and provide feedback to designated student supervisor (if applicable).
- If providing supervision in full to a designated student, completion of all student-related reporting needs with referring educational institute are to be completed in a timely manner with consideration to the learning needs of the students.

### **VOLUNTEER PROGRAMMING**

- Ensure volunteer hours accurately tracked
- Data tracking to include: # of individual children attending program space daily, # of individual children attending specific events or activities, # of volunteer hours specific to the program (acquired via the Volunteer Coordinator), surveys of child satisfaction with the programming, any applicable consent forms required, Serious Occurrence Reporting as required
- Working with agency volunteers, determine daily and weekly schedule of activities and events, targeting broad age groups up to and including mid-teens
- Work to create intended seasonal schedules several months in advance to allow for further volunteer recruitment, donation solicitation, ordering and notice to families/service using children
- Working with the Drop-in Program staff, coordinate child care efforts and child-minding during drop-in times to allow for caregiver participation
- Provide posted information weekly to clients and staff on upcoming program
- Ensure mechanisms available to gather childrens' and caregivers' feedback in a variety of methods (surveys, online, written submission, one on one meetings etc)
- Exit interviews completed whenever possible with exiting volunteers

- Daily ensure Family Room (used as program space) is maintained in a tidy manner
- Daily ensure a snack option is available per child during an assigned activity
- Be present for caregivers to approach, discuss concerns, issues or suggestions of ways to meaningfully engage with children during their shelter stay
- Provide support and referrals to caregivers to the benefit of their children and family unit
- Report any concerns of child welfare to Centre Manager or Social Work Programs Coordinator as soon as becoming aware
- Center all activity and focus on children as the recipients of services
- Budget for program costs with available funds and track all expenses and receipts accurately
- Keep an accurate daily and weekly communication log for children's program staff, to share information on activities and concerns/attempts to answer to concerns
- Provide in the moment support to children and caregivers throughout the day, including dispute resolution and de-escalation in the common area
- Ensure all service users accessing the space are adhering to Family/Children's Space guidelines

#### **ADMINISTRATIVE/STATISTICS**

- Ensure completion of assigned program statistics as required, on-time and complete (no later than 5<sup>nd</sup> business day of each month).
- Enter hours worked on weekly timesheets to be submitted in a timely and accurate manner
- Overtime monitored and kept to a minimum, for necessary or emergency deemed situations only
- Ensure requests for vacation time are submitted to Shelter Manager prior to the 10<sup>th</sup> of the month preceding the request (if applicable)

#### **COMMUNITY**

- No assigned attendance at community tables noted with the position.

Other duties as assigned/applicable to the position as outlined above

I have read and understood this job description: \_\_\_\_\_ Date: \_\_\_\_\_